

INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

1. POST U.S Embassy Abuja	2. AGENCY State	3a. POSITION NO.
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3b. SUBJECT TO IDENTICAL POSITIONS? AGENCIES MAY SHOW THE NUMBER OF SUCH POSITIONS AUTHORIZED AND/OR ESTABLISHED AFTER THE "YES" BLOCK. ☐ Yes ☐ No

4. REASON FOR SUBMISSION

- ☒ a. Redescription of duties: This position replaces
Position No. _____ (Title) _____ (Series) _____ (Grade)
- ☐ b. New Position Telephone Operator, PSA-610-4
- ☒ c. Other (explain) Shortage of Employee due to movement to another position_

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-yyyy)
a. Post Classification Authority	Telephone Operator, PSA-610-4	PSA-4		
b. Other				
c. Proposed by Initiating Office				

6. POST TITLE POSITION (if different from official title) Telephone Operator	7. NAME OF EMPLOYEE
8. OFFICE/SECTION US. Embassy	a. First Subdivision Management Office
b. Second Subdivision Information Management Office	c. Third Subdivision

<p>9. This is a complete and accurate description of the duties and responsibilities of my position.</p> <p>_____ Printed name of Employee</p> <p>_____ Signature of Employee</p> <p style="text-align: right;">Date(mm-dd-yyyy)</p>	<p>10. This is a complete and accurate description of the duties and responsibilities of this position.</p> <p>_____ Printed name of Supervisor</p> <p>_____ Signature of Supervisor</p> <p style="text-align: right;">Date(mm-dd-yyyy)</p>
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<p>11. This is a complete and accurate description of the duties and Responsibilities of this position. There is a valid management need For this position.</p> <p>_____ Printed name of Section Chief or Agency Head</p> <p>_____ Signature of Section Chief or Agency Head</p> <p style="text-align: right;">Date(mm-dd-yyyy)</p>	<p>12. I have satisfied myself that this is an accurate description of this position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.</p> <p>_____ Printed name of Admin or Human Resources Officer</p> <p>_____ Signature of Admin or Human Resources Officer</p> <p style="text-align: right;">Date(mm-dd-yyyy)</p>
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13. BASIC FUNCTION OF POSITION
The incumbent operates a Meridian Attendant Console M2252 telephone switchboard. Position is shared with 5 other operators on a 24 hours, 7 days a week schedule.

14. MAJOR DUTIES AND RESPONSIBILITIES % OF TIME

Operates a multiple console type telephone switchboard (Meridian Attendant) to place calls, at times highly complex in nature

calls must be frequently redialed due to overloaded and badly maintained circuitry. Traces individuals in response to senior officer requests, by successively calling various ministries, Embassies, consulates and other locations. Serves as interpreters as required, attempts to provide non routine information and resolves complaints, referring such calls to the supervisor on as a last resort 75%. Maintain logs and prepares bills for long distance calls 15%
Receives and update the Embassy phones directories, records and telephone services files, coordinates of junk mails. 10%.
Assisting with WINTA for IRM Section.

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

a. Education:

Completion of Secondary School is required.

b. Prior Work Experience:

One or two years of Telephone Operator/Switchboard Operation experience for a large organization.

c. Post Entry Training:

Receives training in the correct operating procedures for Meridian Attendant Console.

d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (I, II, III)

Must be level III English and level II Major Nigerian Language in Igbo, Yoruba or Hausa.

e. Job Knowledge:

Must have a good working knowledge of Embassy Organizational structure and employees, Embassy policies, Procedures and practices involved in the telephone switchboard operation.

f. Skills and Abilities:

Must be able to operate a Meridian Attendant console and other console type telephone switchboard. Must be able to work under pressure.

16. POSITION ELEMENTS

a. Supervision Received:

Receives direct oral and written supervision from Information Program Officer or a designated Information Management Specialist.

b. Supervision Exercised:

None.

c. Available Guidelines:

Mission telephone list, local telephone directory, Department of State directory and other telephones directories.

d. Exercise of Judgment:

Working full time without direct supervision, the incumbent must be able to exercise keen judgment in establishing call priorities for sometimes difficult and demanding Clientele.

e. Authority to Make Commitments:

None.

f. Nature, Level and Purpose of Contacts:

The incumbent serves in an extremely sensitive public relations position, being in many cases the first point of contact for counter nationals with the American Embassy.

g. Time Expected to Reach Full Performance Level:

Six (6) months.